


TeamSTEPPS® 2.0 for Long-Term Care

Introduction

Objectives

- Describe the TeamSTEPPS Master Trainer course
- Describe the impact of errors and why they occur
- Describe the TeamSTEPPS framework
- State the outcomes of the TeamSTEPPS framework



Mod 1 LTC 2.0 Page 4

Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care

Introduction


Course Agenda

Day 1:

- Module 1—Introduction
- Module 2—Team Structure
- Module 3—Communication
- Module 4—Leading Teams
- Module 5—Situation Monitoring
- Module 6—Mutual Support
- Module 7—Pulling It All Together

Day 2:

- Change Management: How To Achieve a Culture of Safety
- Coaching Workshop
- Measurement
- Implementation Planning



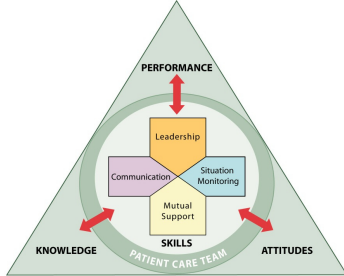
Mod 1 LTC 2.0 Page 5


Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care

Introduction

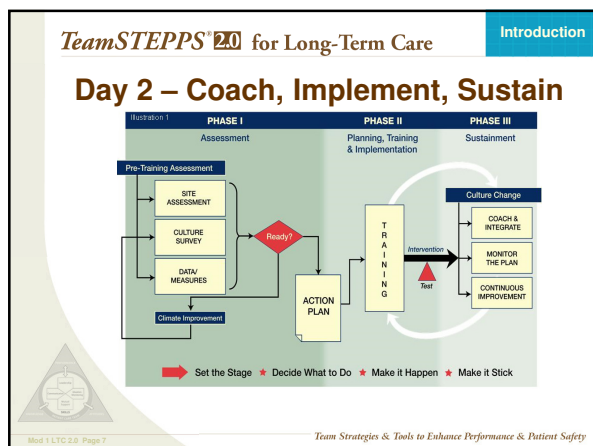
Day 1 - Core Teamwork Skills





Mod 1 LTC 2.0 Page 6

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TeamSTEPPS® 2.0 for Long-Term Care Introduction

Master Training Materials

- Instructor Manual
 - Course Management Guide
 - Instructor guides
 - Course slides
 - Measurement tools
- Online Resources
 - Customizable materials
 - Videos

Mod 1 LTC 2.0 Page 8

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TeamSTEPPS® 2.0 for Long-Term Care Introduction

Sue Sheridan Video

Mod 1 LTC 2.0 Page 9

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Introduction

Video Discussion

- What breakdowns in teamwork did you observe in the two stories?
- How can we prevent errors?



Mod 1 LTC 2.0 Page 10

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Introduction

Barriers to Team Performance

- Inconsistency in team membership
- Lack of time
- Lack of information sharing
- Hierarchy
- Defensiveness
- Conventional thinking
- Varying communication styles
- Conflict
- Lack of coordination and followup
- Distractions
- Fatigue
- Workload
- Misinterpretation of cues
- Lack of role clarity



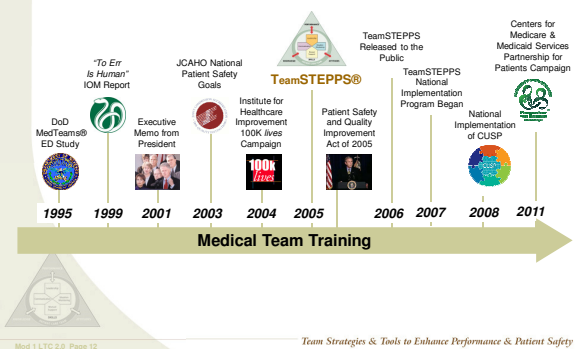
Mod 1 LTC 2.0 Page 11

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TeamSTEPPS® 2.0 for Long-Term Care

Introduction

Patient Safety Movement & Team Training



Mod 1 LTC 2.0 Page 12

Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care

Introduction

TeamSTEPPSTeam Strategies & Tools to Enhance
Performance & Patient Safety

- Based on more than 30 years of research and evidence
- Team training programs have been shown to improve attitudes, increase knowledge, and improve behavioral skills
- Salas, et al. (2008) meta-analysis provided evidence that team training had a moderate, positive effect on team outcomes ($p = .38$)

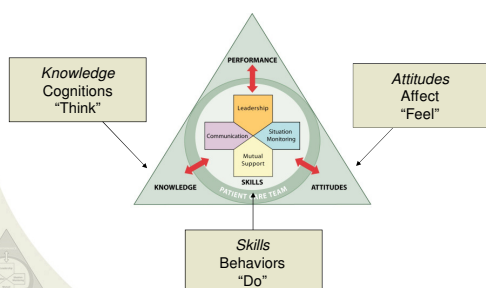


Mod 1 LTC 2.0 Page 13

Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care

Introduction

What Makes Up Team Performance?

Mod 1 LTC 2.0 Page 14

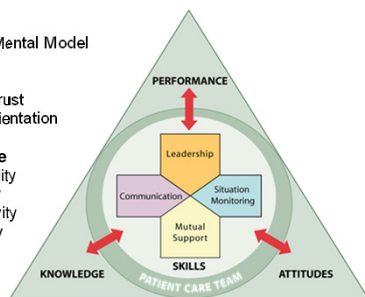
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TeamSTEPPS® 2.0 for Long-Term Care

Introduction

Outcomes of Team Competencies

- **Knowledge**
 - Shared Mental Model
- **Attitudes**
 - Mutual Trust
 - Team Orientation
- **Performance**
 - Adaptability
 - Accuracy
 - Productivity
 - Efficiency
 - Safety



Mod 1 LTC 2.0 Page 15

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TeamSTEPPS® 2.0 for Long-Term Care

Introduction

High-Performing Teams

Teams that perform well:

- Hold shared mental models
- Have clear roles and responsibilities
- Have clear, valued, and shared vision
- Optimize resources
- Have strong team leadership
- Engage in a regular discipline of feedback
- Develop a strong sense of collective trust and confidence
- Create mechanisms to cooperate and coordinate
- Manage and optimize performance outcomes

(Salas, et al., 2004)



Mod 1 LTC 2.0 Page 16

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TeamSTEPPS® 2.0 for Long-Term Care

Introduction

Evidence That TeamSTEPPS Works

■ Thomas & Galla (2013)

- Systemwide implementation
- Pre- and post-TeamSTEPPS training results:
 - Significant improvement in HSOPS scores on Feedback and Communication About Error, Frequency of Events Reported, Hospital Handoffs and Transitions, and Teamwork Across Units
 - Incremental changes evident through reduction of nosocomial infections, falls, birth trauma, and other incidents

■ Howe (2014)

- Certified nurse aide implementation
- Pre- and post-TeamSTEPPS training results:
 - Improved scores on several Quality of Life survey subscales
 - Enhanced perceived empowerment of the certified nurse aides



Mod 1 LTC 2.0 Page 17

Team Strategies & Tools to Enhance Performance & Patient Safety

TeamSTEPPS® 2.0 for Long-Term Care

Introduction

Applying TeamSTEPPS Exercise

Please answer the following question on your TeamSTEPPS Implementation Worksheet, which we will continue to complete at the end of each of the Fundamentals Course modules:

- What is the resident safety issue your nursing home is facing that is linked to a problem with teamwork?



Mod 1 LTC 2.0 Page 18

Team Strategies & Tools to Enhance Performance & Patient Safety